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WAN. It should be appreciated by one skilled in the art, that databases 126, 134 and 136 may be located at each LAN or at a single central LAN.

**Replace** the paragraph beginning at page 16, line 1 with the following paragraph:

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A subscriber's mobile or wireless telephone communicates with a wireless telephone network which in turn is connected to a carrier network node and carrier switching center.

**Replace** the paragraph beginning at page 16, line 4 with the following paragraph:

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The T1 voice connections 112, or voice links, provide connection between the directory assistance center's switching matrix platform 114 and the carrier's switching center, through which incoming directory assistance calls are received. The T1 voice connections 112 further provide connection to the network over which outgoing calls are placed (which network may be different than that used for incoming traffic). Similarly, T1 data connections 113, or data links, provide a signaling connection between the directory assistance center's node and the carrier's SS7 network node, through which incoming and outgoing signaling messages are transmitted (Common Channel Signaling System No. 7 (SS7) is a global standard for telecommunications defined by the International Telecommunication Union (ITU) Telecommunication Standardization Sector (ITU-T). The standard defines the procedures and protocol by which network elements in the public switched telephone network (PSTN) exchange information over a digital signaling network to effect wireless and wireline call setup, routing and control). The directory assistance node is contained within the switching matrix platform 114, but one with skill in the art will appreciate that the directory assistance node could also be a physically distinct component. If the outgoing call is being placed over a different network than that on which the incoming call was received, a second data connection to the outgoing network will be established.

**Replace** the paragraph beginning at page 21, line 24 with the following paragraph:

B<sup>4</sup> As per the illustrative example, illustrated in FIGs. 10 and 11, the caller dials Directory Assistance (DA) (step 200). The caller is connected to an operator or a VRU (step 202). After a greeting, the caller is informed either by the VRU or by the operator about the telephonic concierge service (step 204). At this point the concierge service may also be explained to the caller. The caller may already be aware of the concierge service and therefore can skip the introduction and/or explanation of the service (240).

**Replace** the paragraph beginning at page 21, line 30 with the following paragraph:

B<sup>5</sup> If the caller is interested in using the concierge service, she can either request directory listing information (step 210) or directly make a reservation request (step 208). If the caller requests restaurant listing information at step 210 the operator prompts the caller (step 211) for details regarding for example the type of restaurant, the restaurant location, the approximate date and time of the reservation and other preferences like for example dietary requirements, smoking or non-smoking, outdoors or indoors, etc. The operator then inputs these details into a caller profile database at step 213 (depicted by numeral 134 in FIG. 7). Using a search engine, the operator searches a directory listing database at step 212 (depicted by numeral 136 in FIG. 7) for restaurants based on the above-mentioned earlier details and preferences. As per our example, a suitable restaurant is located in "Cardiff by the Sea," near San Diego.

**Replace** the paragraph beginning at page 22, line 8 with the following paragraph:

B<sup>6</sup> If the caller knew the name of the restaurant she wanted she may make a special reservation request (step 208) directly on connection to the operator. In such a case or as per our example, the operator then prompts the caller for reservation details (step 214) such as the restaurant name (if the operator did not locate it, supra), the caller name, a second choice of restaurant, a required reservation date and time, alternative times, contact details and any additional preferences such as smoking or non-smoking, type of credit card to be used, restaurant views, etc. These details are input into a browser type graphical user interface (GUI) as shown in

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FIG. 2. The reservation details are then stored in the caller profile database along with a reservation request or ticket. The operator then informs the caller that the reservation request is being processed and either reconnects the caller to the directory assistance operator or disconnects the caller from the system (step 236).

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**Replace** the paragraph beginning at page 22, line 19 with the following paragraph:

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The ticket is automatically forwarded to a fulfillment agent (FA) (step 216) for processing. It should be noted that the operator may also process the ticket herself. By default, the ticket is automatically forwarded to a fulfillment agent at the directory assistance center where the call was received, in our example New York. The operator, fulfillment agent or an automated system at the directory assistance center will then forward the request to the directory assistance center nearest the requested venue. In the illustrative example the request will be forwarded to the San Diego directory assistance center. The fulfillment agent in San Diego thus automatically receives the reservation request (step 218), shown by the graphical user interface in FIGs. 3-6.

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**Replace** the paragraph beginning at page 22, line 28 with the following paragraph:

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The fulfillment agent then attempts to contact the restaurant (step 220). Should the fulfillment agent be able to contact the restaurant he will attempt to make a reservation (step 222). The fulfillment agent then updates the status of the ticket (step 224) on the system irrespective of whether he was, in fact, successful in making the reservation or not, indicating last action performed, result, reservation details, etc. (as seen in FIGs. 4 through 6). After each change of status the fulfillment agent or the system automatically sets a next action time for his attention sometime in the future. The request then slots into the appropriate place in a fulfillment queue. The fulfillment agent cannot set nonsensical time period like zero minutes or two years. New tickets are prioritized so as to be dealt with in a timely manner on a first-in-first-out basis.

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After a set amount of unsuccessful tries, the fulfillment agent is automatically prompted to try the second restaurant choice.

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**Replace** the paragraph beginning at page 23, line 7 with the following paragraph:

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After a set amount of time, say for example thirty minutes, the fulfillment agent retrieves the status of the request (step 228) and contacts the caller informing her of the status of her request (step 230). The fulfillment agent may contact the caller by phone, fax, email or pager. The caller may also call the service back before the caller is contacted by the fulfillment agent (step 226). The reservation status is retrieved from the system (step 228) and the caller is informed of the current status of the reservation request (step 230). If required, the operator or fulfillment agent may modify the reservation request (step 232), which is automatically reforwarded to the fulfillment agent (step 218). Once the reservation is made or the caller indicates a desire to cancel the request, the operator or fulfillment agent closes the ticket and connects the caller to directory assistance or disconnects the caller from the system (step 236).

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**Replace** the paragraph beginning at page 23, line 17 with the following paragraph:

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An important feature of the present invention is an activity logging function (step 234). All caller requests are logged in the caller profile database, as depicted in FIG. 7 by numeral 134. The activity log helps with internal auditing and billing of that particular caller. On-demand printed reservation status reports may be provided to call center managers and/or supervisors. Furthermore when the caller makes use of the concierge service, her mobile identification number (MIN), caller details, most frequent requests and past request activity is automatically presented to the operator. The caller therefore will not have to resupply repetitive details to the operator, thus speeding up the process and reducing the operator's processing time. A fulfillment agent such as a supervisor who is not currently active, then handles any concierge requests that are active or open at that particular directory assistance center.

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